Getting started with the MCC 3100 for Windows Mobile

The Nortel Mobile Communication Client 3100 (MCC 3100) for Windows Mobile provides enterprise collaboration functionality to a supported device using a data (Internet) connection over the cellular network. MCC 3100 for Windows Mobile allows real-time communication with the Nortel Mobile Communication Gateway 3100 (MCG 3100) and a communication server. The term Communication Server means all communication servers that MC 3100 supports (see the MC 3100 Product Bulletin). For more information on the MCC 3100 for Windows Mobile, see *Nortel Mobile Communication Client 3100 for Windows Mobile User Guide* (NN42030-107).

Important Notice:

Users are advised to select and use headsets that are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets meet their respective National or International Acoustic and Safety requirements.

Starting the MCC 3100
On your Windows Mobile device, select **Start, Programs, Nortel MCC 3100**.
The MCC 3100 Main pane appears and you can use the application.

Placing or receiving a call	Exiting or hiding the MCC 3100
How the system handles calls depends on the configuration of your MCC 3100 for Windows Mobile. • In **Direct Outbound** mode, initiate calls directly from your mobile device to other parties through the enterprise telephony system. • In **Call-me-First** mode, your calls are completed in two steps. First, the enterprise telephony system calls you. After you answer, the system calls the other party. Use both call modes to configure a service number in your MCC 3100 for Windows Mobile system settings. However, if you do not configure a service number, you can only use the Call-me-First mode.	**Exiting the MCC 3100 application:** 1. Select **Menu, Exit** from any pane. **Hiding the MCC 3100 application:** To hide the MCC 3100 application, select the **Minimize** icon from any pane menu. (The minimize icon is an "X".) When you access the MCC 3100 application again, you return to the last pane you used.

Dialing calls

Dialing a number:

1. Expand the Phone pane.

2. Select **Menu, Input Method, Use Keypad**.

3. Dial the contact extension or PSTN number.

Note: To enter a + sign, press and hold the 0 key on the dialpad.

4. Specify your own number by doing one of the following:

- To use your mobile number in Direct Outbound mode, press the green **Call** button or select **Menu, Call**.

- To use your mobile number in Call-me-First mode, select **Menu, Call-me-First**, and then select **Menu**, **Call**.

- To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Menu**, **Call**.
The system places the call.

Calls to buddies

Calling a buddy:

1. Go to the **Buddy** List.

2. Scroll to and highlight the buddy..

3. Select **Menu, Call <destination number>.**

4. Enter a prefix ahead of the number, if required.

5. Specify your own number by doing one of the following:

- To use your mobile number in Direct Outbound mode, press the green call button or select **Menu, Call**.

- To use your mobile number in Call-me-First mode, select **Menu, Call-me-First**, and then select **Menu**, **Call**.

- To use an alternate number in Call-me-First mode, select **Menu, Call From**, select a number from the list or enter a new number, and then select **Menu**, **Call**.
The system places the call.

History (Call Logs)

The History pane provides a history of your most recent incoming and outgoing calls, instant messages, and system event notifications.

Viewing the History (Call Logs) pane:

1. Navigate to the History pane.

2. Highlight the entry, and select the **Details** button.

3. On the History Detail pane, you can review:

- the status of the person associated with the log entry
- log record type and success failure indicator
- time, date and elapsed time
- phone number or IM text.

Calls to an emergency number

Calling an emergency number

1. Ensure that the cellular connection is active.

2. Expand the Phone pane.

3. Select **Menu**, **Input Method**, **Use Keypad.**

4. Dial the emergency number (for example, 911).

5. Press the green Call button or select **Menu**, **Call**.

Instant conference calls

Initiating an Instant Conference

1. Navigate to the **Buddy List**.

2. On the **Buddy List** pane, select a group.

3. Select **Menu, Instant Conference Include/Exclude** and select the people for the conference.

4. Highlight the group folder and select **Menu, Instant Conference**.

   The system places the call.

5. Accept the incoming call, and then follow the prompts. Then do the following:

   a) Record the conference greeting, and then press **#** on your phone.

   b) Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.
   The MCG 3100 calls the users you selected. They are prompted to Join Now, Join Later, or Decline.

Instant Conference commands

Use these commands to manage an instant conference:
** help
*1 ends the conference
*3 dial another buddy, dial the other party's number, then press #
*5 mutes or unmutes the conference
*6 mutes or unmutes your own voice
*7 locks or unlocks the conference
*8 hear a list of participants
*9 stops the help

Instant messages

Sending an instant message to a buddy

1. Navigate to the Buddy List, History or Search panes.

2. Highlight a buddy, log entry, or search entry.

3. Select **Menu, IM.**

4. On the IM Sessions pane, do one of the following:

- Type your message in **Send IM Messages** field.
- Select **Menu, Canned Messages, <message>**.
5. Select **Menu, Send.**

Voice mail

Accessing voice mail:

1. Go to the **Voice Mail** pane.

2. Select **Call Voice Mail**.

   The Mobile Communication Gateway 3100 (MCG 3100) connects to the voice mail server, then initiates a direct call from your device to the voice mail server.

3. When you are prompted, enter your voice mail mailbox number and password using the Windows Mobile phone application.